I CLAIM:

    1.   A method for directing service in a vehicle comprising:

receiving a service request from the vehicle;

5   receiving a vehicle location;

determining vehicle delivery-enabling information based on the service request and the vehicle location;

configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and

10   sending the configured service to the vehicle.

    2.   The method of claim 1 further comprising:

receiving a signal including a vehicle identifier from a vehicle communication component.

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    3.   The method of claim 2 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.

    4.   The method of claim 1 further comprising:

sending a list of delivery channels to a vehicle communication

20   component.

    5.   The method of claim 4 further comprising:

selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

6.   The method of claim 5 further comprising:

optimizing the configured service for communication based on the selected delivery channel.

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7.   The method of claim 1 further comprising:

configuring a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

8.   The method of claim 1 further comprising:

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creating a profile that includes vehicle delivery-enabling information.

9.   The method of claim 1 wherein determining vehicle delivery-enabling information is based on at least one pre-determined user input.

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10.   The method of claim 1 wherein sending the service corresponding to the service request comprises sending electronic mail to a vehicle communication component.

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11.   The method of claim 1 further comprising:

updating the vehicle delivery-enabling information at a service management application while the application is in contact with a vehicle communication component.

12. A system for directing service in a vehicle comprising:

means for receiving a service request from the vehicle;

means for receiving a vehicle location;

5   means for determining vehicle delivery-enabling information based on the service request and the vehicle location;

means for configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and

means for sending the configured service to the vehicle.

10   13. The system of claim 12 further comprising:

means for receiving a signal including a vehicle identifier from a vehicle communication component.

14. The system of claim 12 further comprising:

means for sending a list of delivery channels to a vehicle

15   communication component.

15. The system of claim 14 further comprising:

means for selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

20   16. The system of claim 15 further comprising:

means for optimizing the configured service for communication based on the selected delivery channel.

17.   The system of claim 12 further comprising:

means for configuring a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

5   18.   The system of claim 12 further comprising:

means for creating a profile that includes vehicle delivery-enabling information.

19.   The system of claim 1 further comprising:

means for updating the vehicle delivery-enabling information at a

10   service management application while the application is in contact with a vehicle communication component.

20.   A computer usable medium including a program for directing service in a vehicle comprising:

15   computer readable program code that receives a service request from the vehicle;

computer readable program code that receives a vehicle location;

computer readable program code that determines vehicle delivery-enabling information based on the service request and the vehicle

20   location;

computer readable program code that configures the service corresponding to the service request based on the vehicle delivery-enabling information; and

computer readable program code that sends the configured service

25   to the vehicle.

21.   The computer usable medium of claim 20 comprising:

computer readable program code that receives a signal including a vehicle identifier from a vehicle communication component.

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22.   The computer usable medium of claim 21 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.

10   23.   The computer usable medium of claim 20 further comprising:

computer readable program code that sends a list of delivery channels to a vehicle communication component.

24.   The computer usable medium of claim 23 further comprising:

15   computer readable program code that selects a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

25.   The computer usable medium of claim 24 further comprising:

20   computer readable program code that optimizes the configured service for communication based on the selected delivery channel.

26.   The computer usable medium of claim 20 further comprising:

computer readable program code that configures a vehicle

25   communication component in the vehicle based on the vehicle delivery-enabling information.

27.   The computer usable medium of claim 20 further comprising:

computer readable program code that creates a profile that includes vehicle delivery-enabling information.

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28.   The computer usable medium of claim 20 wherein determining vehicle delivery-enabling information is based on at least one pre-determined user input.

10   29.   The computer usable medium of claim 20 wherein sending the service corresponding to the service request comprises sending electronic mail to a vehicle communication component.

30.   The computer usable medium of claim 20 further comprising:

15   computer readable program code that updates the vehicle delivery-enabling information at a service management application while the application is in contact with a vehicle communication component.